Nilfisk ‘Cleans Up’ with Workday and OneSource Virtual

THE NEED FOR A GLOBAL HCM SOLUTION
With over 4,000 employees in 45 countries, Nilfisk is one of the world’s leading providers of cleaning products. But while their products are focused on cleanliness, internally Nilfisk needed a better way to organize its employee data, both to ensure accuracy and so that Nilfisk’s leadership could use that data more strategically to improve the business.

“Across the company, information that was available to one location was not available to another,” says Nilfisk’s vice president of HR Services and Technology. “The only central HR process was a SharePoint-based IDP tool.”

This was frustrating for Nilfisk’s leaders and was ultimately viewed as unsustainable in the face of the company’s growing business needs.

And so, in 2017, the company began searching for a new global HCM solution that would make up for what they lacked.

CHOOSING WORKDAY AS THE ONE SYSTEM OF RECORD
After an in-depth RFP and presentation process with several companies, Nilfisk chose Workday as their new solution, both because of its expansive features and because of the total cost of ownership for a company operating in so many parts of the world.

On top of that, Workday is an incredibly flexible tool that can be modified according to what each company needs.

“It’s amazingly user-friendly and really, really flexible to configure,” says Nilfisk’s head of IT Innovation & HR Services.

CHOOSING ONESOURCE VIRTUAL AS A DEPLOYMENT PARTNER
“We knew we needed a partner that was willing to audit the tenant and take on the project. We also needed a partner that could deliver on a tight deadline with the flexibility we needed.”

Once Nilfisk had chosen Workday, they could begin the second phase of their project—identifying an implementation partner to help them get up and running.
THE DEPLOYMENT

Nilfisk began its Workday deployment with OSV in 2018, and the process could not have gone better.

“The word ‘amazing’ doesn’t need a lot of explanation,” says Nilfisk’s vice president of HR Services and Technology. “We would’ve never survived this implementation without OSV’s help. We got the A-Team because it was so complex.”

Those complexities, of course, were very technical, as Nilfisk needed to rebuild their HR structure to fit their new HCM platform. “It was a challenge, but OSV worked with us to overcome those challenges.”

THE BENEFITS OF ONESOURCE VIRTUAL AS A WORKDAY DEPLOYMENT PARTNER

UNPARALLEL CHOICES

“We would’ve never survived this implementation without OSV’s help.”

“When we were able to see what all Workday could do, it was amazing. There is so much functionality, specifically in the areas of compensation, setting up plans, setting up salary visualization with different cultural expectations, how to properly work the hourly pay staff versus the salaried staff, and so on. Our rep knew of all the hidden treasures in the system and the best ways to do things. We would’ve never been able to discover them ourselves.”

“This is where you as experts came into play. Yes, you’re Workday experts, but you’re also far more than that. The combination of actively listening and understanding data processes, companies, payroll, HR, and the whole process can only be achieved by being the actual experts that you are. That’s a different ball game.”

“You, as experts came into play. Yes, you’re Workday experts, but you’re also far more than that.”

UNWAVERING COMMITMENT

“Your project management team did an amazing job. They gave us the confidence of how to plan for this project and the mastery to complete it.”

“You took such good care of things by being proactive, always readily available, and spending a high level of time on communication, with true ownership both good and bad. Everything was handled so professionally.”

UNCOMPROMISING CARE

“What we got from you guys was true consultancy best practices. From our first conversation, you’ve been extremely responsive and attentive. I see all the updates in a format that I would like to see, such as hours used, costs, etc.”

“I never felt like you were taking anything away from us as far as functionality or decisions, but you did take the time to make us aware of what was achievable and what wasn’t achievable.”

“[I knew I was going to need a partner that was willing to audit the tenant and take on the project],” says Nilfisk’s vice president of HR Services and Technology. But because of the project’s tight timeline, he knew that would require flexibility and efficiency—two things that the largest service partners can’t always offer.

“I surveyed the market looking for recommendations and OSV came up twice.”

In addition to this, Nilfisk’s previous head of Finance in the U.S. had already started a discussion with OSV before the company had even finalized their decision to go with Workday. This was because they were going to need a new payroll partner in addition to a new global HCM solution.

“This was enough of a coincidence,” says Nilfisk’s vice president of HR Services and Technology. “We began to have really good discussions on various levels around the project, and we drafted a plan that was agreeable for all sides. We signed with OSV soon after, and it was one of our best decisions.”
“The reaction time from OSV is always very good,” says Nilfisk’s head of IT Innovation & HR Services. “Whenever we have an issue, we can open a ticket to OSV and get the help we need quickly. We always have someone to talk to, no matter how long it takes.”

OSV has also proven that it’s capable of scaling to meet Nilfisk’s changing needs. This was especially important in 2020 as they experienced steady, organic growth.

On top of this, the day-to-day user experience for employees and managers alike has been straightforward and efficient, thanks to OSV’s AMS team, Nilfisk has a partner to help them modify their Workday applications as their business needs change, allowing them to adapt quickly to support business initiatives. This has had the positive effect of empowering HR to provide data-driven support for fact-based decisions.

“It’s more important than ever to have that data to analyze, “says Nilfisk’s head of IT Innovation & HR Services, “so we can move to the next level.”

RESULTS

Every project comes with its own complexities, but when asked if the journey has been worth it for Nilfisk, the answer is a resounding yes, and for multiple reasons.

First among those is OSV’s combination of expertise and responsiveness.

It’s through OSV’s knowledge of contemporary best practices that companies like Nilfisk can receive truly transformational service—and that expertise includes an understanding of the different legal requirements for different countries. Because Nilfisk is a global company, this has been priceless for them.

“Because Workday is flexible, we can navigate the different legislations. But the real key is understanding local labor laws so that you can configure Workday according to what the customer needs,” says Nilfisk’s head of IT Innovation & HR Services. “I know from partnering with OSV that you know how to work with us in these different environments.”

Expertise alone isn’t enough, though, not when today’s world moves so fast. Service partners have to be agile and responsive if they want to see their customers succeed. And for Nilfisk, OSV has always been a responsive partner.